

## Business and Utility Operations Center (BUOC)

- Utility Operations Center (UOC)
- Business Operations Center (BOC)

### Activation Guidelines

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#### Description

The Business and Utility Operations Center (BUOC) consists of the Utility Operations Center (UOC) and Business Operations Center (BOC).

The UOC is comprised of the California Utilities Emergency Association (CUEA) and is intended to provide support to the state and may be requested to serve as an active operational component of the State Operations Center (SOC) or Regional Emergency Operations Center's (REOCs) serving in the capacity of the Utilities Branch within the Operations Section. The SOC and REOC activate under the authority of California Standardized Emergency Management System (SEMS)

The development of the UOC is intended to be a deliberative and iterative process enhanced by training, exercises and events that will build and mature the center over time. The fundamental goal is to continue to enhance the quality and effectiveness of the state's response capabilities. Pursuant to SEMS, it is agreed that all UOC resources be coordinated through the Operations Section. However, this does not preclude broader interaction/coordination with other sections if needed. All UOC members should assist the overall UOC effort by providing trained and experienced staff to support UOC activities.

Any request for UOC support to the SOC/REOC will be coordinated through the Operations Section at the request of the SOC Director. In the event the SOC/REOC are not activated, resource requests and information sharing will be coordinated through the Executive Duty Officer (EDO). Refer to the B&UOC Administrative Policy for additional information.

The UOC is not meant to replace resources available from existing vendors through the procurement process. The UOC should enhance the activities of government through private sector and non-profit support. The UOC is intended to identify potential private sector sources for requests that cannot be filled through existing state vendor lists or other authorized sources.

The California Emergency Management Agency (Cal EMA) mission tasks state agency resources. If an Operational Area (OA) needs private sector resources the SOC/REOC will refer the request to the UOC and revise the mission request within the Response Information Management System (RIMS) noting

that the UOC will work with directly with the OA. However, the SOC may assist the coordination of private sector resources by utilizing state resources.

In order to track all resources associated with the response, the UOC will note any private sector resource coordination in the Corporate Situation Report within RIMS and excel spreadsheet. See Annex 6 – Mission Spreadsheet Template.

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## **State Operations**

### **Center (SOC)**

Pursuant to SEMS (Title 19, § 2413) the SOC may be activated under any of the following conditions:

- A REOC is activated;
- At the direction of Cal EMA's Secretary/Undersecretary;
- The Governor's proclamation of a state of emergency; or
- The Governor's proclamation of an earthquake or volcanic prediction.

The SOC manages state resources in response to local government via one of Cal EMA's three Administrative Regions (Coastal, Southern, Inland). The three Administrative Regions are located in Oakland, Sacramento, and Los Alamitos.

The SOC may also assist with mutual aid coordination among the Region(s) and the state level. The Inland Region Office in Sacramento supports Mutual Aid Regions III, IV, and V. The Coastal Region Office in Oakland supports Mutual Aid Region II. The Southern Region Office in Los Alamitos supports Mutual Aid Regions I and VI. See map on page 4.

As the coordinating point between Federal response operations and activities in the Region, the SOC is where overall event information needs and resource requests are managed. Cal EMA will request UOC support on an as needed basis. Because the SOC is the entity that tasks state agencies, it has the ability to request private resources in conjunction with government resources to support regional and OA operations. For example, the Operations Section may assign a mission request task to the California Highway Patrol providing an escort for critical power restoration supplies to be transported to the affected area available through CUEA.

The Joint Information Center (JIC), a component of the SOC, has responsibility for public information coordination and dissemination. CUEA and the JIC should work together to ensure consistent public messaging and protecting confidential information.

The same roles of the UOC in the SOC apply in the REOC. It is understood that CUEA will have in place its own policy and procedures for providing knowledgeable staff that have authority decision capability, to assist the state when requested.

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## **Regional Emergency**

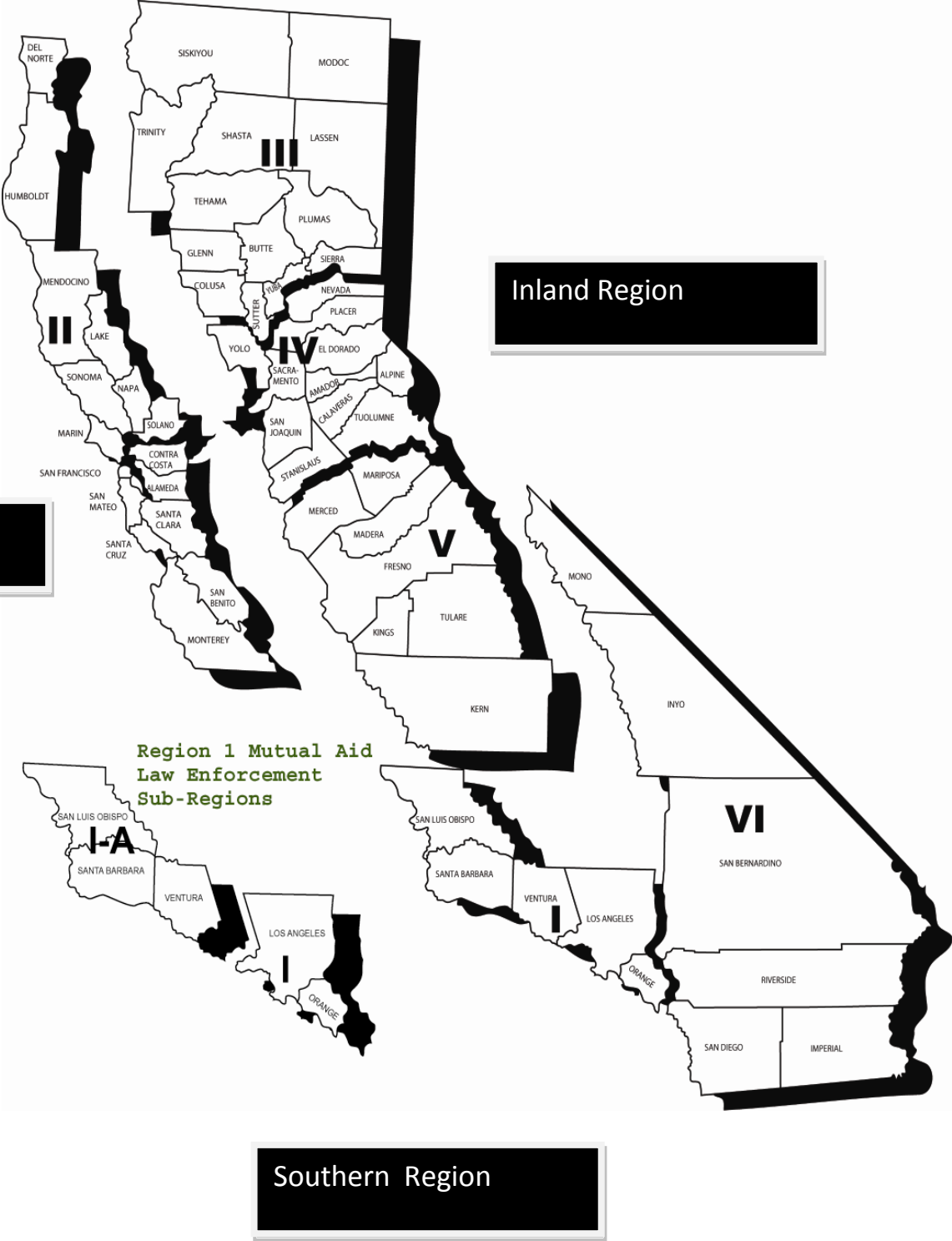
### **Operations Center (REOC)**

Pursuant to SEMS (Title 19, § 2411), “the regional level EOC shall be activated...when any operational area EOC within the mutual aid region is activated.” The REOC acts as the liaison between the OA and the SOC and is responsible for coordinating information and resources within its own Region.

The UOC will be expected to create a Corporate Situation Report via RIMS and share pertinent information with the SOC.

NOTE: In the event that an impacted REOC is not able to function, the SOC will assume the REOC role until the REOC is able to assume its role. If the SOC is incapacitated, the Southern REOC will assume the SOC function.

Cal EMA Administrative and Law Enforcement/Fire Mutual Aid Regions



**Notification:**

Each pre-identified CUEA employee will receive notifications from Cal EMA's California State Warning Center (CSWC). Based on the predetermined thresholds outlined below, notification will be provided 24 hours a day.

- Tsunami watch or warnings;
- Earthquake 5.0 or greater or causing damage or injuries;
- Incident causing greater than 50 injuries (e.g. major traffic accident);
- Incident or potential incident causing greater than 200 evacuations, and a shelter was opened;
- Fire that is threatening habitable structures requiring large-scale evacuations; and,
- Incident that impacts the populace of an entire region, such as a very large electrical outage.

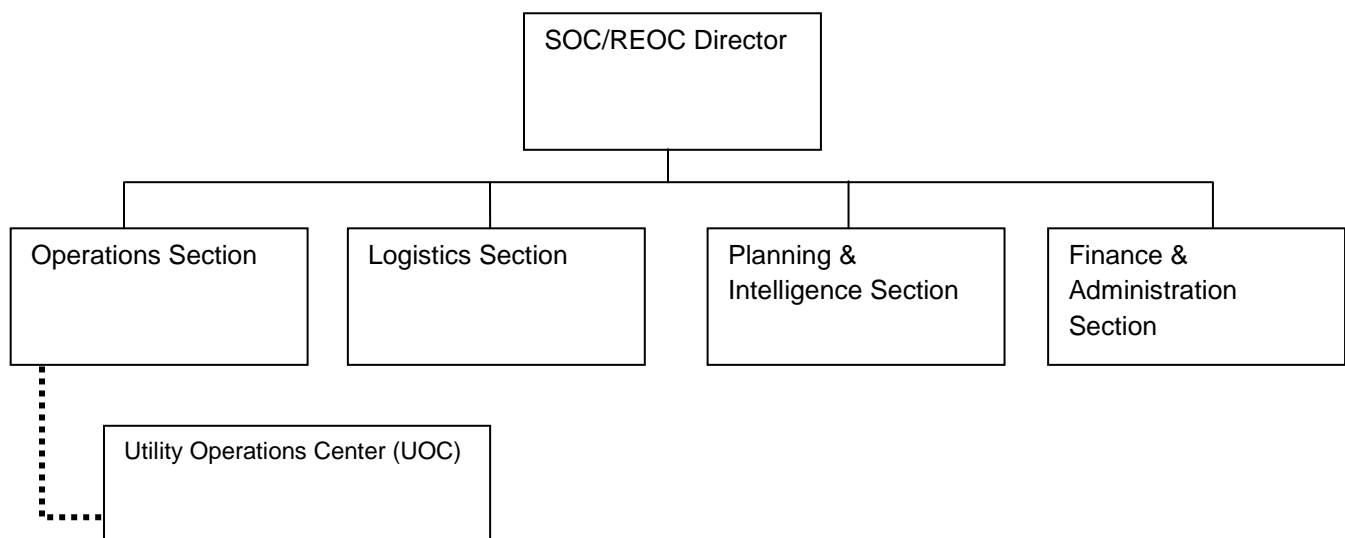
At the request of the SOC Director and in coordination with the Logistics Section, the CSWC will reach out to the pre-identified CUEA point of contact(s) requesting CUEA provide staffing of the UOC. The level of participation will be dictated by response needs.

Typically, operational periods are in 12 hour increments but can be adjusted if the situation dictates. It is recommended that members dress in comfortable but professional suitable attire.

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**Reports to**

During an activation, the UOC reports to the Operations Section Chief. However, the UOC should have appropriate EOC interaction to ensure that needs are being addressed and effective coordination occurs. Please see below.



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## Coordinates with

- Operations – assist with verification and coordination of resource requests.
- Logistics – assist with facility needs and/or resources Requests.
- Plans and Intelligence – provide resource coordination data and situational awareness.
- Finance and Administration – provide resource cost estimate and other associated costs associated with the activation.
- Other stakeholders as appropriate (internal, external, REOC, etc.)

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## Facility / Logistics

The UOC is located in what is identified as Breakout Room 4 of the SOC.

- Equipment: CUEA stores UOC equipment (e.g., phones, vests, portable printer, key documents, etc.) in locked cabinets located in the UOC – CUEA possesses the key.
- The color **gray** has been designated for the UOC vests.

Connectivity/communication:

- 916-636-3690 main UOC line (multiple digital phone line)
- 916-636-3604 additional phone line (single digital phone line)
- 916-636-3691 (additional phone line (multiple digital phone line)
- 916-636-3624 fax number (analog line for fax only)

Computer access

- Cal EMA provides one stationary desk top computer with internet access in the UOC. The computer may be used to access RIMS.  
A RIMS password will be issued to CUEA representative(s) as the UOC responders.

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## Responsibilities / Check List

### Initial Activation Phase:

### UOC:

- ☐ Sign-in at the sign-in desk or Logistics Section Chief.
- ☐ Obtain activation vest from the storage site in the UOC. Ensure the CUEA label is visible.
- ☐ Check in with the Operations Section Chief.
- ☐ Make positive contact with the UOC of the affected Region(s), if applicable.

- ☐ Log into Response Information Management System (RIMS). See “Workstation Reference Guide” and/or RIMS section for login instructions.
- ☐ Collect as much information as possible regarding the current situation and potential or anticipated resource requests.
- ☐ Assess UOC staffing needs and work with Operations and Logistics Chiefs to request appropriate UOC support.
- ☐ In coordination with the SOC Director the Logistics Chief will request of CUEA additional UOC staffing.
- ☐ As with any SOC/REOC staff support, all UOC representative(s) will be identified by CUEA for the staffing pattern. This will provide the Safety/Security Officer’s a comprehensive list should the building need to be evacuated or a security breach occur.
- ☐ Begin a Corporate Situation Report within RIMS.

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## Responsibilities / Check List

(continued)

**Operational Phase:** The Initial Activation Phase is complete once initial staffing is finalized and the initial briefing occurred. At this point, the SOC is considered to be in routine operations.

### UOC:

- ☐ Determine from the Operations Section Chief the operational period, frequency of situation reports, conference calls, planning meeting schedule, etc. to support SOC activities.
- ☐ Integrate with other SEMS functions as needed.
- ☐ Ensure Corporate Situation Report is current (i.e. resource allocation, critical infrastructure concerns, etc.) Alert the Operations and Planning/Intelligence Section Chiefs that the report is up-to-date for inclusion in the SOC Situation Report. Bring confidential information to the attention of the Operations Section Chief’s attention.
- ☐ Establish and maintain communications with UOC representative in the affected REOC(s), if applicable.
- ☐ Establish conference call schedule with external stakeholders, if applicable.
- ☐ Provide situation reports, documents, etc. to external stakeholders, if appropriate.
- ☐ Coordinate public outreach messages with the JIC.
- ☐ Participate in Action Planning meetings, as requested. See Annex 4 for Meeting Agenda sample and to determine type of information needed.
- ☐ Brief the Operations Section Chief on a regular basis. Immediately report information regarding limited resource concerns, confidential information, unusual activities, etc.

- ☐ Ensure all UOC mission coordination is shared with the Operations Section Chief. Ensure a mission tracking spreadsheet summary is created. See Annex 6 for sample.
- ☐ Assist with fulfilling resource requests in coordination with the Operations Section.
- ☐ Answer UOC phone line and regularly check fax machine.

#### **Deactivation Phase:**

##### **UOC:**

- ☐ Deactivation should occur when resources are no longer needed to support the response or the response activities cease.
- ☐ Notify the affected REOC(s) and appropriate external stakeholders that the UOC is deactivating and whom they should contact for future coordination.
- ☐ Ensure Corporate Situation Report is finalized in RIMS.
- ☐ All UOC missions are closed and captured in the mission summary spreadsheet.
- ☐ Provide the UOC Executive Director and Operations Section Chief appropriate UOC documentation. See Public Records Act information below.
- ☐ Ensure Breakout Room 4 is clean and returned to pre-activation status.
- ☐ Complete exit survey.
- ☐ Sign-out at the sign-in desk or Logistics Chief.
- ☐ Participate in the After Action process.

**NOTE:** It is possible that Cal EMA and the Federal Emergency Management Agency (FEMA) may decide to transition SOC/REOC responsibilities to a Joint Field Office (JFO). UOC representatives may be requested to staff the JFO or Local Assistance Center. UOC representative should consult with Operations Section Chief whether continuing UOC representation is needed.

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**Information Sharing:** Pursuant to the Memorandum of Understanding between CUEA and Cal EMA, it is understood both parties will coordinate information sharing. As previously mentioned, the SOC utilizes RIMS as the primary source of information sharing and resource coordination. To follow suite of other response agencies, private sector entities, non-profit organizations, etc. CUEA will utilize RIMS and create a Utility Situation Report. This information will be included in an overall comprehensive state response report.

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**Confidentiality:** In addition to the items mentioned in the UOC Administrative Policy, Code of Conduct Section, the following is applicable:

- UOC representative(s) will consider information that is provided by their respective peers during or after an activation to be considered confidential and to be shared only as appropriate.
- Sensitive information shared outside of the UOC must be approved by CUEA prior to distribution.
- It is expected that all UOC representatives not share confidential information issued by Cal EMA, other state agencies or SOC/REOC sources. For example, confidential information specific to food contamination should not be shared outside of the UOC unless approval is obtained from the BOC or noted in a SOC Situation Status Report.
- If a UOC representative is contacted by any media representative requesting state related activities, it is expected the representative will refer the media representative to the Operations Section Chief or JIC.

**Public Records Act:** It should be noted that the general rule is records held by state or local government are public records. There are numerous exceptions to this general rule that have to be considered on a case-by-case basis. As a “guest” of the state using Cal EMA’s facility and systems (i.e. RIMS, computers, e-mail, etc.) UOC records may be considered public, unless some other exemption applies, e.g., records whose release would violate the privacy rights of identified individuals or where an explicit federal FOIA exemption against the release of a particular type of information applies.